



Regulatory Policy

Directory Information

Version 2.1

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TABLE OF CONTENTS

1. Introduction	4
2. General.....	4
3. Directory Information.....	4
4. Printed Directory	5
5. Directory Inquiry	5

1. Introduction

This Regulatory Policy stipulates Licensees' obligations with respect to the provisioning of directory information.

2. General

- 2.1 Licensees assigning telephone numbers shall provide directory information. Such information shall be made available in a printed format and on a call-by-call inquiry basis (directory inquiry).
- 2.2 Whereas Article 2.1, above stipulates the minimum required standard for publication, Licensees may, on a case by case basis, provide alternative publication options which take consumer preferences into account.
- 2.3 Licensees shall provide accurate and complete directory information.
- 2.4 Licensees shall not publish or make available directory information without the prior consent of each relevant customer.
- 2.5 Licensees shall meet all reasonable requests from other Licensees for the provisioning of directory information.
- 2.6 Licensees shall apply the principle of non-discrimination to the treatment of directory information.
- 2.7 Directory information may not be sold or given away for any purpose other than that which is necessary to fulfill this Regulatory Policy. Notwithstanding, limited exemptions may be appropriate for reasons of national security or, as determined by the TRA, for public interest considerations.

3. Directory Information

- 3.1 Directory information shall contain, at a minimum:
 - Name;
 - P.O.Box and city; and
 - Telephone number.
- 3.2 Licensees shall offer their customers the option to have their directory information published or not published. Such published directory information shall be free of charge, at a minimum, per each main telephone line.

- 3.3** In the event a telephone number has been published in error, and such number has not been assigned to a customer, then parties calling such number shall be referred to the correct telephone number. There shall be no charge either to the calling party or to the called party for this referral service. The referral of calls shall remain activated until such time as the correction is made, or when the customer discontinues service, whichever occurs earlier.

4. Printed Directory

- 4.1** Printed directory information shall be consolidated, regardless of which Licensee assigns the telephone number or issues the printed directory. Consumers shall not be obliged to consult multiple printed directories, or sections within, to obtain directory information based on the fact that telephone numbers have been assigned by different Licensees.
- 4.2** Licensees shall meet all reasonable requests from other Licensees to publish service telephone numbers and to provide print space.
- 4.3** Licensees shall ensure that emergency service numbers are prominently displayed in all printed directories.
- 4.4** Printed directories shall be updated, at minimum, on an annual basis.
- 4.5** Licensees shall make available printed directories to customers upon initial subscription and annually thereafter. However, as per Article 2.2, above, at the specific request of the relevant customer, Licensees may provide alternative publication options which take consumer preferences into account.
- 4.6** A single copy of a printed directory shall be provided free of charge to each customer. However, if a Licensee provides regional directories this obligation shall only extend to those customers within the respective region. Otherwise, Licensees may charge a nominal fee.
- 4.7** Licensees shall either deliver printed directories or notify their customers when they are available for pick-up.

5. Directory Inquiry

- 5.1** Directory inquiry information shall be consolidated in a single source, regardless of which Licensee assigns the telephone number. Consumers shall not be obliged to make multiple calls to obtain directory information based on the fact that telephone numbers have been assigned by different Licensees.

- 5.2** In case directory inquiries are priced on a time basis, Licensees may only charge for the duration of the transaction.
- 5.3** Licensees shall ensure that directory inquiry telephone numbers are prominently displayed on all their public pay phones.